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## A STUDY ON “DIGITIZING NEW HIRE DOCUMENT TRACKING” WITH SPECIAL REFERENCE TO TVSM AT HOSUR

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### ABSTRACT

TVS Motor Company, headquartered in Hosur, is embarking on a transformative journey to digitize its new hire document tracking process. This initiative aims to modernize and streamline the onboarding experience for new employees, ensuring efficiency, compliance, and enhanced data security.

By implementing a centralized digital document management system, TVS Motor seeks to eliminate the challenges associated with manual paperwork, such as delays, errors, and administrative overheads.

**Keywords:**Onboarding experience, Data security, Ensuring Compliance and Eliminating Challenges.

### INTRODUCTION

#### RESEARCH BACKGROUND

T.V. Sundaram Iyengar started the TVS Group, including the TVS Motor Company, an Indian automaker, in 1911. Its corporate headquarters are in Chennai, Tamil Nadu, and it produces three-wheeled vehicles, motorcycles, and scooters. The first two-seater moped in India, the TVS 50, was introduced in 1980.

#### IDENTIFIED PROBLEM

TVS Motor Company (TVSM), as a major player in the automotive industry, regularly hires new employees. Efficient management of these HR processes is crucial to ensuring smooth onboarding, compliance with company policies, and overall employee satisfaction.

However, the current system at TVSM is largely manual or semi-digital, leading to inefficiencies in document tracking and payout approvals.

The reliance on physical document submissions, emails, and spreadsheets results in delays, data inconsistencies, and administrative burdens. Moreover, employees often face difficulties in tracking their document status or payment approvals, leading to frustration and decreased trust in HR processes.

#### OBJECTIVES OF THE STUDY

- To analyze the current process of new hire document tracking at TVSM, identifying challenges, inefficiencies, and risks.
- To explore digital solutions that can streamline and automate the tracking of new hire documents, ensuring completeness, accuracy, and compliance.
- To develop a framework for an efficient and secure digital system that integrates new hire document verification and approval processes.
- To evaluate the impact of digitization on reducing administrative workload, improving turn around time, and enhancing employee experience.
- To ensure compliance with company policies and labor regulations through a structured digital document tracking system.

### REVIEW OF LITERATURE

- The review of literature provides an understanding of existing research, theories, and industry practices related to digitizing new hire document tracking
- It explores studies on HR digital transformation, document management systems, payroll automation, and compliance tracking to establish the foundation for this study

- The literature review highlights the importance of digital transformation in HR functions, particularly for document tracking.
- Studies confirm that automation improves efficiency, compliance, and employee experience while minimizing errors and delays. However, challenges like resistance to change and integration complexities require strategic implementation.
- This study builds upon existing research to explore a tailored digital solution for TVS Motor Company, ensuring a seamless transition from manual to automated processes.
- Cloud-based HRMS solutions facilitate real-time data access, improving decision-making and compliance (Strohmeier, 2020). The adoption of automation in HR functions, including onboarding and payroll, has been linked to increased productivity and reduced administrative burden.
- Efficient document tracking systems ensure compliance with labor laws and streamline onboarding. Research by Kavanagh and Johnson (2017) highlights the importance of electronic document management systems (EDMS) in HR operations, reducing paperwork and enabling quick retrieval of employee records.
- Further, studies by Lengnick-Hall and Moritz (2003) suggest that digitized onboarding systems enhance new employee engagement by providing seamless document submission and verification processes.
- Maintaining compliance with labor laws and data security is a key concern in digital HR transformation. Studies by Reddy and Reddy (2018) suggest that digital compliance tracking minimizes legal risks and ensures all employee documents are verified before onboarding.
- Additionally, research on HR data security (Tursunbayeva et al., 2020) highlights the importance of encryption, role-based access, and secure cloud storage in safeguarding sensitive employee information.
- Despite the benefits, organizations face challenges in implementing digital HR systems.
- Resistance to change, integration issues, and data migration challenges have been noted in studies by Kane et al. (2019).
- Best practices include phased implementation, user training, and stakeholder engagement to ensure smooth adoption (Snape et al., 2016). Case studies from leading organizations suggest that AI-driven chatbots for document tracking, automated reminders, and real-time payroll dashboards significantly improve HR operations.
- The literature review highlights that HR digitalization improves efficiency, compliance, and employee experience. Studies confirm that automated document tracking reduce processing time, enhance transparency, and minimize errors. implementation approach.
- This study build some existing research to explore a tailored digital solution for TVS Motor Company (TVSM), ensuring a smooth transition from manual to automated processes. The findings from previous research will guide the development of an effective digital tracking and payroll system, ensuring efficiency, security, and compliance in HR operations.

### RESEARCH GAP

- Despite significant advancements in HR digital transformation, there are still gaps in the effective implementation of automated new hire document tracking.
- While several studies explore the impact of HRMS, payroll automation, and document management systems, limited research has been conducted on their combined implementation within a single integrated framework in organizations like TVS Motor Company (TVSM).
- This research aims to address these gaps by identifying challenges, limitations, and best practices specific to TVSM's HR processes.

## Limited Research on Integrated HR Digitalization

- Most existing studies focus on either document tracking as standalone processes. However, in real-world HR operations.
- For example, incomplete document submission can delay non-CTC payouts like reimbursements and bonuses. The lack of research on integrating these functions into a single digital workflow creates a gap in understanding the best way to digitize and automate them effectively.

### RESEARCH METHODOLOGY

Research methodology refers to the systematic, theoretical analysis of the methods applied to a field. This chapter delineates the research methodology employed to investigate the digitization of new hire document tracking at TVSM. It encompasses the study's design, sampling techniques, data collection methods, and analytical procedures, ensuring a comprehensive approach to addressing the research objectives.

### ASSUMPTIONS AND CONSTRAINTS

#### Assumptions:

- All participants will provide honest and accurate responses.

- The digital tools implemented will function as intended without significant technical issues. There will be full cooperation from all departments involved in the study.

#### Constraints:

- Limited access to certain proprietary data due to confidentiality agreements.
- Time constraints may affect the depth of data collection and analysis.
- Resource limitations may impact the scope of the study.

#### RESEARCH DESIGN:

The study adopts a descriptive research design, utilizing both qualitative and quantitative methods to gather comprehensive data on the digitization process. This approach allows for an in-depth understanding of the current system, challenges faced, and the impact of digitization on efficiency and compliance.

#### SAMPLING METHODS:

A stratified random sampling technique is employed to ensure representation across different departments and roles. The population is divided into distinct strata (e.g., HR, IT, new hires), and random samples are selected from each group to participate in the study. This method enhances the reliability and validity of the findings.

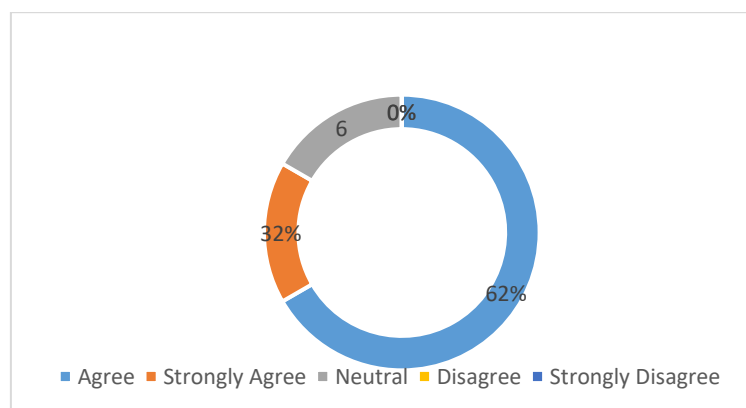
#### DATA PROCESSING:

- Data collected through surveys and interviews will be processed using statistical software (e.g., Excel). The steps include:
- **Data Cleaning:** Identifying and rectifying errors or inconsistencies.
- **Data Coding:** Assigning numerical values to categorical responses.
- **Data Analysis:** Applying appropriate statistical techniques to test hypotheses and draw conclusions.

## ANALYSIS AND INTERPRETATION

### 1.The current new hire document tracking process is efficient

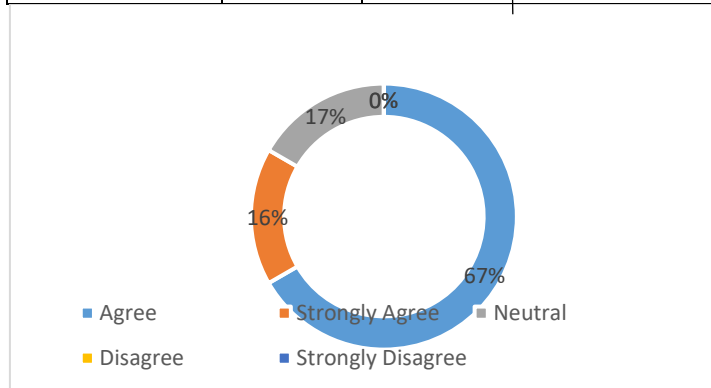
S.no	Opinion	No. of respondents	Percentage
1	Agree	31	62
2	Strongly agree	16	32
3	Neutral	3	6
4	Disagree	0	0
5	Strongly Disagree	0	0
Total		50	100



From the above table 4.2.1 shows that 3 % of the respondents are Neutral, 32% respondents are strongly agree, 62% of the respondents are agree with efficiency, 0 % of the respondents are disagree and strongly disagree with the efficiency.

#### 2. Digitizing the document tracking process would improve efficiency.

S.no	Opinion	No. of respondents	Percentage	
1	Agree	17	34	
2	Strongly agree	28	56	
3	Neutral	5	10	
4	Disagree	0	0	
5	Strongly Disagree	0	0	
Total		50	100	



From the above table 4.2.3 shows that 5% of the respondents are Neutral, 28% respondents are strongly agree, 17% of the respondents are agree with current process efficiency, 0 % of the respondents are disagree and strongly disagree with the process efficiency

## SUMMARY OF FINDINGS

- 62% of the respondents agrees that the current new hire document tracking process is efficient.
- 56% of the respondents strongly agrees that digitizing the document tracking process would improve efficiency.

## SUGGESTIONS & RECOMMENDATIONS:

### SUGGESTIONS:

- Ensure mobile-friendly access for new hires.
- Provide role-specific document checklists.
- Notifications and reminders for 15 days once to improve data score and for improving the workflow efficiency
- Include mock form-filling sessions in orientation.
- Develop or adopt a centralized onboarding portal (single sign-on) with steps, documents, FAQs, and progress tracking.

### RECOMMENDATIONS:

#### Zoho People

- **Overview:** A cloud-based HR management system offering comprehensive document management features.
- **Key Features:**
  - Centralized document storage with role-based access.

- Integration with e-signature tools like Zoho Sign, DocuSign, and Adobe Sign.
- Automated document generation and acknowledgment tracking.
- **Benefits:** Enhances document security and compliance while streamlining onboarding processes.

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## CONCLUSION:

- Digitizing the new hire document tracking process presents a clear opportunity to streamline onboarding, enhance compliance, and boost the employee experience. By implementing user-friendly digital solutions—backed by training and departmental alignment—the organization can significantly improve operational efficiency and set a modern, professional tone from day one.
- The study findings clearly indicate a strong organizational support and readiness for digitizing the new hire document tracking process.
- A large majority of employees believe that transitioning from manual to digital systems will lead to greater efficiency, improved compliance, and better overall onboarding experience.

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## DIRECTION FOR FUTURE RESEARCH:

- Developing dashboards that aid in real – time tracking and compliance monitoring.
- Exploring the applications of AI and ML to automate document tracking. Artificial Intelligence (AI) and Machine Learning (ML) offer the potential to revolutionize document tracking by automating repetitive tasks and minimizing human error
- Examining the benefits and challenges of cloud – based document tracking system. Cloud-based platforms offer scalability, remote access, and integration potential. However, their adoption also brings challenges.
- Automating document tracking can reduce administrative burdens. Manual document collection, follow-ups, and verification are time-consuming and error-prone.

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